

## **Minutes of Board Meeting**

**August 12, 2015**

**10:00 a.m.**

### **Present**

David Connell, Chairman  
Jeff Wigington  
Jeff Markey  
Virginia Galloway

Todd Cowan  
Anthony Heath  
Rachel Little

Present via teleconference was Lynda Coker. Also attending the meeting from the State Attorney General's Office was Ms. Angelique McClendon.

### **Establish Quorum/Call to Order**

Chairman Connell confirmed the presence of a quorum and called the meeting to order at 10:03 a.m.

### **Oath of Office**

Chairman Connell gave the Oath of Office to our newest DDS Board member, Mr. Jeff Markey. Mr. Markey was appointed by Governor Nathan Deal in July 2015.

### **Approval of Minutes**

Chairman Connell called for a motion regarding the minutes from the July 8, 2015 board meeting. A motion was made to approve the regular meeting minutes as presented; the motion received a second and was passed with unanimous approval by the remaining Board members.

### **Commissioner's Report**

Commissioner Mikell began with a slideshow presentation of our newest DDS Board member's swearing-in by Governor Nathan Deal. Also included in the slide-show presentation was the ribbon cutting ceremony at the Kennesaw CSC on August 7, 2015.

Deputy Commissioner Spencer Moore gave the Board an update on the recent Non-Tax Collections Performance Audit by the Georgia Department of Audits and Accounts Performance Audit Division. The Department of Driver Services was one of eight agencies who participated. This audit was completed in July 2015 but is from FY 2014. The purpose of this audit was for state auditors to look at ways in which state agencies can increase their collection of non-tax related debt. For DDS, this audit is related to the super speeder citations, HB 160, which was implemented in 2010. Three recommendations were given to maximize the efficiency and effectiveness of debt collection practices in Georgia: (1) State-level collection management guidelines; (2) State-level collection agency; and (3) Continue to decentralize debt collection with improvements made by individual state entities.

Deputy Commissioner Spencer Moore also gave an update on facilities. The closing date for the Atlanta CSC is scheduled for August 18, 2015 and we are anticipating moving into the new facility by January 2016. A slide show presentation was presented to the Board displaying the progress of the Paulding County CSC. The State Properties Commission is conducting request for proposals for Fayetteville and Sandy Springs locations. We have visited four locations in Fayetteville and two are good possibilities for our needs. We are still looking for property to lease for the Sandy Springs location.

Kecia Bivins, Regulatory Compliance Director, gave an update on our 2015 Alcohol and Drug Awareness Program (ADAP) Student Manual. The Alcohol and Drug Awareness Program is designed to raise awareness of the dangers and consequences of driving under the influence for teens under the age of 18. Students must successfully complete an ADAP course in order to obtain their Class D provisional license.

Commissioner Mikell responded to a question asked by Board member Virginia Galloway during the July 2015 board meeting. Ms. Galloway asked for data regarding citations received by DDS that is related to texting while operating a motor vehicle. A slideshow presentation of the data collected from 2010 to 2015 on the use of wireless communication and writing, sending or reading text communications was presented.

Commissioner Mikell briefed the Board on field performance. For the month of July, we had 351,499 transactions. This was the busiest month in the history of the Georgia Department of Driver Services. Our average statewide wait-time was 12 minutes and 52 seconds. We again met our goal of serving 95% of customers statewide within an average of 30 minutes or less. For 9 consecutive months, we have met the goal for serving 95% of customers statewide within an average of 30 minutes or less. For the last 11 consecutive months, all 66 CSC's have achieved an average monthly service level of less than 30 minutes. For the last 13 consecutive months, the average statewide wait-time was lower than it was for the same month of the preceding 3 years. For the last 17 consecutive months, the average wait-time was lower than it was for the same month of each of the preceding 2 years.

Commissioner Mikell briefed the Board on the DDS Strategic Plan for 2020. The top goals for 2020 are to Continue to Develop and Maintain a Culture Where Team Members are Valued and Appreciated; Implement a Scalable, Technologically-Advanced Driver Licensing System; Increase Awareness and Use of Technology Options; and Focus Daily on Excellent Service Delivery.

George Theobald, Director of the Project Management Office, gave an update on the driver's license procurement and modernization. Over the past several months, we've been partnering with the Department of Revenue to look at the state making an investment in an enterprise system. A slide show presentation illustrated to the Board members a five-year plan for the new driver license system, Procurement and Card Production. We are working with the Department of Administrative Services (DOAS), the Department of Revenue (DOR), and the Governor's Office of Planning and Budget to develop procurement and a RFP document that represents the state's collective needs.

## **Citizen Waivers**

Devin Falcinella-Ortiz – He is seeking a driver's license. He has a copy of his birth certificate, copies of his school records, his high school diploma, and a copy of his marriage license, a California driver's license, and a Social Security card. Mr. Hawkins, Deputy General Counsel for DDS, stated the department supports the approval of the waiver.

Virginia Galloway motioned to approve the waiver; Jeff Markey seconded the motion with unanimous approval by the remaining Board members.

Eric A. Fike - He is seeking a driver's license. He has a copy of his birth certificate, a School of Defense document, a DD 214, a copy of his Veteran Administration Training records and Personnel Action document, IT Training records, a California driver's license, a copy of his Labor training record, a Social Security Statement and proof of his residency. Mr. Hawkins, Deputy General Counsel for DDS, stated the department supports the approval of the waiver.

There was a lengthy discussion among the Board members regarding Mr. Fike's options to seek a legal name change.

Virginia Galloway motioned to approve the waiver; Jeff Markey seconded the motion. David Connell, Lynda Coker, Jeff Markey, Rachel Little, Virginia Galloway, Todd Cowan, and Anthony Heath voted to approve the waiver. Jeff Wigington voted nay.

Anna Maria Smith – She is seeking a driver's license. She has a copy of her German birth certificate, a Certificate of Adoption, a High School Diploma, a copy of her marriage license and application, a 2003 Georgia driver's license, a 2013 North Carolina driver's license, a Social Security Statement, and a copy of a Naturalization article. Mr. Hawkins, Deputy General Counsel for DDS, stated the department supports the approval of the waiver.

Jeff Wigington motioned to approve the waiver; Todd Cowan seconded the motion with unanimous approval by the remaining Board members.

Rebecca Hurt Strain – She is seeking an ID card. She has a copy of both her daughter's birth certificates, a copy of her daughter's death certificate, a Numident letter, a Tennessee driver's license and a delayed birth certificate. Mr. Hawkins, Deputy General Counsel for DDS, stated the department supports the approval of the waiver.

Todd Cowan motioned to approve the waiver; Anthony Heath seconded the motion with unanimous approval by the remaining Board members.

## **New or Old Business**

The next Board meeting will be held on September 9, 2015.

## **Adjournment**

There was no further business to discuss; Chairman Connell called for a motion to adjourn. A motion was made by Lynda Coker; Jeff Wigington seconded the motion with unanimous approval by the Board.

Commissioner Mikell led the Board members on a tour of each of the divisions at DDS.

Respectfully Submitted,

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Jeff Wigington